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February 10, 2014

Received & Inspected
FFR 20 2014
FCC Mail Room

CPNI Procedures

Rock Port Telephone Company
Raymond Henagan, CEO
Rock Port Telephone Company
PO Box 147
Rock Port, MO 64482

It is the policy of Rock Port Telephone Company to not share customer account information with any person not named on the customer's account. We do not target market customers or sell account information.

Customer Service Representatives are trained regarding CPNI protections and CPNI training is also provided to entire staff. Ongoing efforts include refresher training and one on one counseling of employees. If no account password has been provided, information is provided to customers only by 1) sending it to address on account record 2) calling back on the account number 3) in person with identification or 4) limiting information to details about information caller provides. Privacy of Communications and Proprietary Information are covered in our written policy that each employee is required to validate their understanding by signature.

We have had no consumer complaints regarding CPNI and no breaches that I am aware of.

Signed:

Raymond Henagan, CEO

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Commission's Secretary, Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: EB-06-36, Certification of CPNI Filing

Dear Ms. Dortch:

This letter serves as our "Certification of CPNI Filing", as ordered in EB Docket No. 06-36 (formerly order EB-06=TC-060).

Rock Port Telephone Company has established operating procedures that are adequate to ensure its compliance with the rules in Title 47 – Telecommunications, Section 64.2009 (e). Furthermore I am certifying that I have personal knowledge of these procedures and they are in fact ensuring that our Company is in compliance with the rules in Title 47 – Telecommunications, Section 64.2009 (e).

If you have any questions, please feel free to contact me.

Sincerely,

Raymond Henagan, CEO

Rock Port Telephone Company

cc: Byron McCoy, Telecommunications Consumers Division, Enforcement Bureau, Federal Communications Commission, Room 4-A234, 445 12th Street, SW, Washington, DC 20554, byron.mccoy@fcc.gov

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